

## 4<sup>th</sup> Mediterranean Conference on Information Systems

Athens, Greece, 25-27 September 2009

[www.mcis2009.org](http://www.mcis2009.org)

### Track 18: Healthcare Information Technology: Quality of Care and Provider Workflow Implications

#### Track Co-Chairs:

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#### Introduction

The healthcare industry has embarked towards a wide spectrum of automation. Efforts to enhance care quality and patient safety take center stage, while clinician workflow enhancement is imminent. In support of the MCIS goal towards collaboration among researchers in the region, the Healthcare track will foster best practice exchange and theoretical contributions. Working together, we aim to elevate the prominence of our research to help reach our region's goal, while giving us international visibility.

There is great evidence of several common theoretical IS issues in healthcare that transcend regions. This includes healthcare IT system choices, including electronic medical/health records, computerized practitioner order entry, clinical decision support systems and more. Our healthcare track, while emphasizing the healthcare IT system and its implications, will target lively discussions and topic presentations of several issues. Such presentations will provoke thoughts and seed reasons for further research, while leveraging the research talents in the region.

The objectives of the track are to disseminate findings and exchange empirical knowledge on the development of new research theories, methodologies, models and applications. Theoretical, empirical, experimental, case studies, and policy-oriented contributions in the form of both full papers but also short research-in-progress papers are welcome. In addition, and depending on receiving an adequate number of qualified entries, the healthcare track aims to present a joint academic/industry discussion panel. For such a thought-provoking discussion, the chairs will consider applications for participation from distinguished researchers, healthcare futurists, as well as healthcare IT industry experts.

**Suggested topics (but not limited to):**

In the spirit of obtaining a better understanding of our region's healthcare challenges and needs, regional topics are encouraged. However, the regional articles category may also be of interest to international journals as the common local problems presented may apply to a much wider audience.

While this is a regional conference, the nature of the healthcare track allows and welcomes the inclusion of valuable papers and research from an expanded region area. The following is a suggested list of research topics:

**Regional Emphasis:**

- Electronic health record systems (EHR, EMR, EPJ) in the region
- Clinical decision support systems (CDSS) and real-time analytics: lessons learned in the region
- The weak capacity for strategic planning, policy formulation, and human resource development in countries of the region
- The geographical and skills-related misdistribution of human resources in the region
- The differing characteristics and performance of health care delivery systems in the region
- The impact and nature of the region's mixed systems of healthcare, with public, private and government providers
- Automating provider workflow in multi-language settings, difficult political, economic, or social environments
- Using e-health systems to promote standard plans of care in the region

**Regional Emphasis Insights for a Broader Audience:**

- The journey towards a successful balance between high quality care and operational efficiency
- Automation in environments with varying forms of standards for work, classification, and assessment
- A comparison of the effectiveness of the region's mixed healthcare system to USA's interest in a single payer system
- Coordination and enhanced interoperability among healthcare organizations in order to integrate patient care across organizational boundaries
- Beyond a "super EMR": an examination of possible new approaches
- Resolving tensions between standards and local practices, while increasing the likelihood of successful implementation of e-Health systems and services
- Beyond European and USA best practices. Examining regional standards, policies, practices, and cultures that work
- Telemedicine: connecting the region with the world

**Publishing opportunities**

Best papers submitted and presented at the 4th MCIS 2009 will be considered for publishing. Such publishing opportunities will be identified based on dominant themes in submission.

### **BIOS of track co-chairs**

**Mohamed Magdy Kabeil** is a professor of MIS at Sadat Academy for Management Sciences, Cairo, Egypt, a US Fulbrighter to UC Berkeley 1995/96, and a former Director of the National Operations Research Center of Egypt. He holds a PhD in Information Systems and Quality Assurance from the College of Engineering, Ain Shams University, Egypt, and a MS in Operations Research and Systems Analysis from the Air Force Institute of Technology, Dayton OH, USA. He teaches undergraduate and graduate courses in DSS, Modeling and Simulation, System Dynamics, and Business Process Reengineering. In addition to 2 monographs and 5 chapters in books, he has published over 28 articles in professional publications. His research interests include Health Care DSS, Crisis Management, and IT planning, education and diffusion in Egypt and other developing countries.

**Neset Hikmet** is the Otto Candies Endowed Chair in Information System and Professor of Information Systems at the Nicholls State University, Louisiana, USA. Dr. Hikmet's research interests are the adoption use of information technology, IT Service Management, and the economics of information technology investments in organizations. His keen interest is to advance the strategic application of information systems aimed at improving the effectiveness of value creation in organizations. Neset has over 50 peer-reviewed scientific papers and his work has been cited more than 150 times. His research has been published in various peer-reviewed journals. Prior to joining Nicholls State University, Dr. Hikmet served as the founding member and the director of the Centre for Research in Healthcare Systems and Policies (CRHSP) at the University of South Florida. Under his leadership the centre conducted operations research to identify and investigate key strategic issues affecting health care delivery systems. In 2006-07 he served as a member of the workgroup that provided recommendations regarding privacy and security practices affecting interoperable health information exchange to the Florida Governor's Health Information Infrastructure, Privacy and Security Project. Neset holds MBA (Marketing concentration) and Ph.D. (Management Sciences & Information Systems) degrees from the University of Rhode Island and a B.S. degree in Civil Engineering from Middle East Technical University in Ankara, Turkey.

**Alexandros (Alex) Veletsos** is a graduate computer science and healthcare informatics professor at DeVry University's Keller Graduate School of Management, in the USA. Alex also serves as the Chief Technology Officer at Orlando Health, an 8-hospital, acute care, integrated delivery system. His interests include Electronic Health Records, Clinical Decision Support Systems, best practices in achieving high availability in health care IT systems, Data Mining and Healthcare Analytics. Alex moved to Florida from his native country of Greece in 1989, and has since held positions with AT&T, Adventist Health System, and Eclipsys Corporation, before joining Orlando Health. His work on healthcare analytics and data mining won first place at the 2001 Data Warehousing Institute and has been published in several healthcare and information technology journals. Alex holds 2 masters and 2 bachelor degrees and is scheduled to advance from his current Ed.D candidacy before summer, 2009. He continues to research the healthcare frameworks and practice processes in Greece and other regions of the Mediterranean area.